

## **Division of Health Care Financing and Policy**

### **Tribal Consultation Action Items**

**January 14, 2014**

Silver State Health Insurance Exchange (SSHIX) - CJ Bawden and Jon Hager

- The Tribal Government expressed concerns with the system kicking out applications. SSHIX acknowledged system issues and identified fixes that are in the process of implementing a resolution.
- SHIX requests the Tribal Government to continue to report system errors; this allows SSHIX to complete a status check on the error.
- The Tribal Government requested an update on the application status, call volume, and a written process for handling applications and contacting authorized representatives.
  - SSHIX implemented changes in December that would move the applications over to Division of Welfare and Supportive Services (DWSS) within 72 hours if a plan was not selected.
  - SSHIX is in the process of training staff for the call center, by the end of January SSHIX anticipates 150 staff on the call center.
  - SSHIX will follow up on the written process.
- The Tribal Government requested a SSHIX Tribal Liaison to build relationships and assist with answering questions. SSHIX will evaluate the request.
- The Tribal Government expressed interest in participating in a SSHIX workgroup to review any AI/AN information before released to the website. SSHIX agreed to schedule a workgroup.

Division of Welfare and Supportive Services (DWSS) - Steve Fisher and Michael Mc Mahon

- The Tribal Government expressed interest in housing DWSS staff at Tribal Clinics for processing Medicaid eligibility.
- The Tribal Government requested training for Benefit Coordinators to include participation into the DWSS Academy.
  - DWSS will schedule a meeting with the Tribal Governments to discuss options for collaboration.
- The Tribal Government requested a status update on Medicaid Applications for recipients on whom they are the authorized representative and a contact person to help understand a Notice of Decision (NOD).
  - DWSS will provide an updated list of the District Office Liaisons to assist with this process.

Department of Health and Human Services, Directors Office (DHHS) – Amber Joiner and Lawanda Fred

- DHHS will evaluate scheduling a DHHS Tribal Consultation in an effort to open up further discussions.
- DHHS asks the Divisions to evaluate systems to notify authorized representatives and increase coordination with Tribal Liaisons.
- Continues to work on gaining signatures on the contracts for Tribal Consultation.

Division of Public and Behavioral Health (DPBH) – Jon Kirwan, Tribal Liaison

- DPBH is working on building an integrated system of care and developing reports.

- The Tribal Government requested a document outlining DPBH services and the role of the Tribal Liaison.
  - DPBH will provide the information for the next Tribal Consultation.

Division of Health Care Financing and Policy – Shannon Sprout, Coleen Lawrence, and Leah Lamborn

- The Tribal Government is requesting an increase in encounter visits from three to five.
  - DHCFP is in the process of evaluating the encounter visits. DHCFP will send an email to the Tribal Governments requesting data to complete the analysis.
- DHCFP presented the Fee for Service Indian Health Program Report. This report will be posted on the DHCFP website at <https://dhcfp.nv.gov>.
- The Tribal Government requested information be added to the report to percentage of total spend and pharmacy data.
  - DHCFP will work on the request.

Division of Aging and Disability Services (ADSD) – Tina Gerber-Winn

- ADSD provided an update on upcoming meetings on long-term services, transportation, special health care needs and an Alzheimer's task force.

Division of Child and Family Services (DCFS) – Reesha Powell

- Introduced Dixie Jeffers, DCFS Tribal Liaison.

**The following upcoming meetings were discussed:**

- January 14, 2014 DPBH and Tribal Government tour Northern Nevada Adult Mental Health Services

Agenda items requested for future consultations:

- DHHS Tribal Consultation
- The Tribal Government requests more active participation in upcoming consultations from all Divisions.